



Its time you revive  
Your Customer's  
Experience

## **MAXIMUM** productivity **MINIMUM** cost

Neox Dial Center Solution is a part of Contact Center solution that unites Outbound, Inbound and Blended voice processes. In addition, Neox Dial Center delivers Interactive Voice Response (IVR), Recording, Quality Management, Comprehensive Reporting and Administrative Capabilities. Neox Dial Center Solution helps customer service and support operators, inside sales people, telemarketers, collections agents and other phone-based teams to increase sales, save money and improve customer satisfaction. The solution automates the call center processes allowing you to focus more on running your business and keeping your customers completely satisfied.

### **Inbound Process - Automatic Call Distribution (ACD)**

ACD allows contact centers to answer calls as they enter the contact center, play some Welcome Message and intelligently route them to available agents based on the dialed number (DNIS), calling party identification (ANI), Agent Selection Algorithm or customized business rules. Inbound Agents can participate simultaneously in Outbound dialing to provide Blended support. Sequential, Round Robin (Circular agent selection), Skill Based Routing, Random & Most Idle are few of the components of ACD.

### **Outbound Process – Manual/Auto/Preview/Predictive Dialer**

Outbound Service utilizes multiple Predictive, Preview, Progressive and Manual dialing options to manage pacing and compliance with legal regulations. Outbound Service operates a variety of campaign and list management strategies and ensures accurate voice, fax and answering machine detection. In addition, Outbound Service also provides Do Not Call List Management, Time Zone Management and Scheduled Callback.

### **Automated Voice Blaster**

Voice Blaster is an automated outbound voice messaging service that delivers pre recorded voice messages for voice notifications, alerts and reminder messages. When Neox Dial Center Blasts voice calls, the subscriber can simply leave a message by recording their voice answers, asking or can ask for a response or by transferring them to a live Agent or Operator. Your pre recorded voice message can be blasted to thousands of phones simultaneously (depending on your PRI/SIP channels) without any human intervention.

### **Key Highlights**

- › Low-cost method for mass calling
- › Send reminders, notifications, alerts
- › Customized customer lead management
- › Uses Ms Excel Contact Lists
- › Easy call recording
- › Interface with Third Party CRM System
- › Detailed custom reports and statistics

## Product Highlights

### Interactive Voice Response (IVR) Server

Customer service must be available 7x24x365 to accommodate today's always-on, connected & tech-savvy customers. Without the ability to handle customer requests after hours, or when live agents are busy assisting other customers, service levels would surely plummet.

Neox IVR technology helps to automate the process of customer interaction by enabling customers to serve themselves; it interacts with callers, gathers information & routes calls to the appropriate recipient.

### Auto Call Distribution

Neox Automatic Call Distribution is a robust system, allowing you to distribute queued calls equally, round robin, longest idle — a different style for each & every call center need! With automatic call distribution, you can instantly manage all the important configurations of each call queue within your system while also tracking an array of beneficial queue statistics on the performance of both individual agents & each individual queue.

### Call Recording

Neox Call Recording helps in; recording communication between agent & customer through multiple algorithms i.e. Record all or specific calls either passively or on demand. With the help of this, facility managers are able to easily identify frequently reported issues & take necessary actions on the same.

### Call Monitoring

Call Monitoring is a feature that provides authorized users the ability to listen in on calls, & also “barge” into the call to help facilitate a discussion. This secure feature ensures that only approved users can monitor calls on their company's account. Administrators can also track call monitoring behavior to ensure that the system is being used appropriately.

### Comprehensive Reporting

Neox very well understands the importance of reports & provides variety of comprehensive reports. Neox's flexible reporting can be customized as per organizational needs i.e. agent wise, complain wise, etc. Neox provides detailed reports of agent performance, agent activity, abandon and connected call detailed report, call distribution report and a lot more.

### Managerial Dashboard

Manager dashboard is a specialized feature designed & developed specially for call centers which helps in managing & monitoring daily/monthly activities, agents, complains or tasks with a click of a button (inbuilt CTI). The dashboard displays all frequently visited menus & enables each user to see the data they have access to in a simplified & comprehensive format. The dashboard provides updated status of all agents who are online. Whenever team members enter information, the Dashboard updates automatically to provide an up-to-date view of the current complains of the caller, while it's happening. The dashboard also provides managers with the functionality to disconnect any live call and logout any live agent with just a click of a button.

### Customized GUI

Neox is a flexible product which facilitates you to add your company logo in the user interface. With the help of this facility, you can give a personalized touch to your user interface.

### Skill-based routing & Most Idle

Skill-based routing & most idle are components of ACD. Skill based routing directs incoming inquiries to call center agents with the highest skill level to handle that interaction. Most Idle Agent routing is a load balancing

mechanism in which the agent who has been idle the longest will get the call automatically.

### Administer Call Disposition Status

Through the use of Disposition Status, you can assign status to calls for that campaign i.e. whether the call was: answered, sale was made; call was from DNC list, customer not interested, or customer not reachable etc. All the disposition statuses can be customized as per organizational needs.

### CRM Integration

It simplifies agent customer interaction and helps businesses increase productivity, reduce cost of customer acquisition & provide Superior customer support.

Agents can manage, maintain and update unified customer contact history. It also provides screen pop-up with customer information available to the agent prior to call connection with the customer. Neox CRM lists all relevant fields to the agent so that the customer can be serviced in the fastest possible time span. The agent can transfer the call to another party, put the caller on hold and dispose the call accordingly. Customer also has the option to integrate their existing CRM with our system.

### Customer Call Back Scheduling

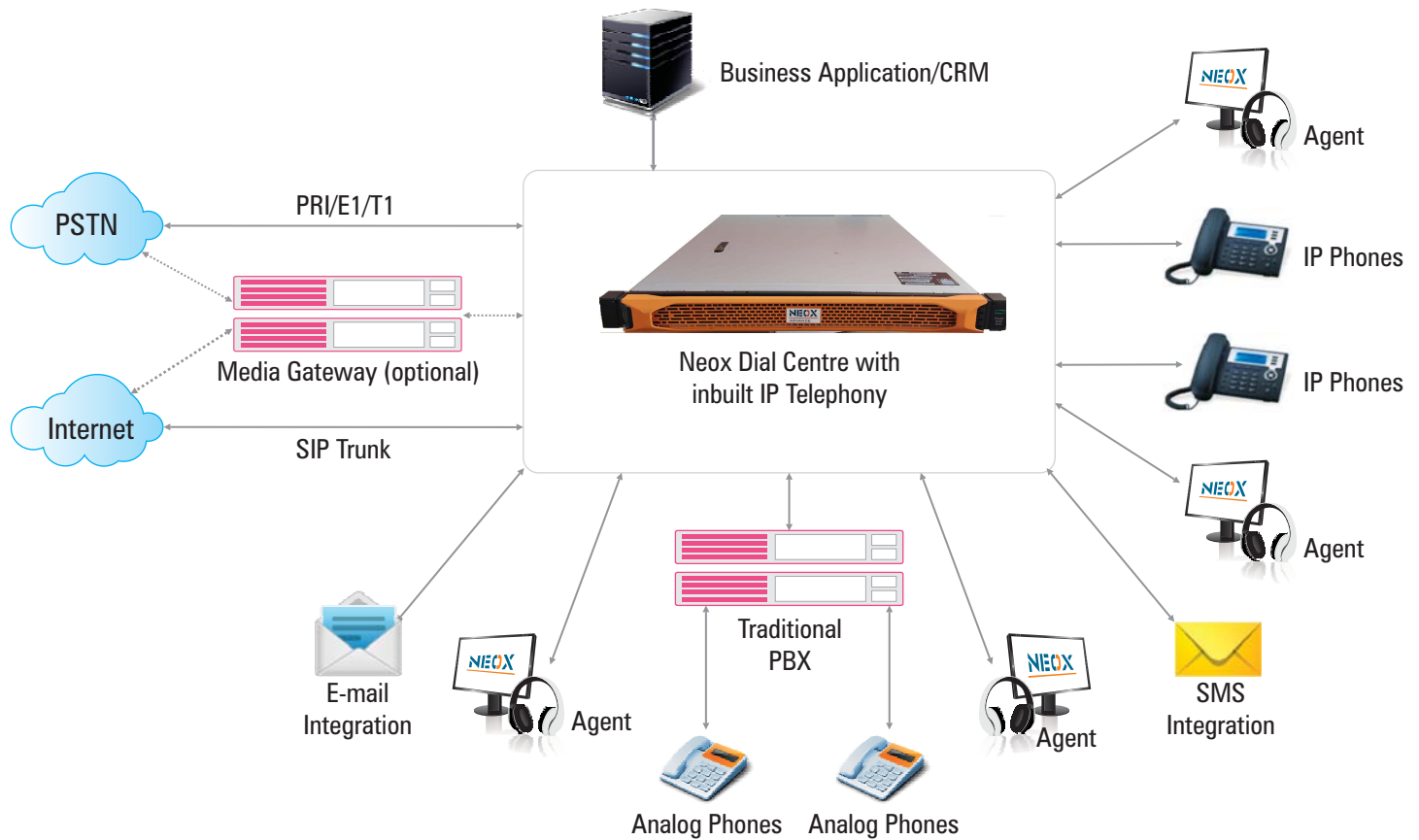
Waiting for an agent to become available is one of the biggest causes of caller dissatisfaction and managing staffing in-line with demand is one of the biggest challenges for contact centre managers. Call Back Manager increases customer satisfaction by offering the caller - call back option. Agents can call back the customer at time specified by them. The result is reduced contact centre staffing by smoothing demand.

### Real Time Queue Position Statistics

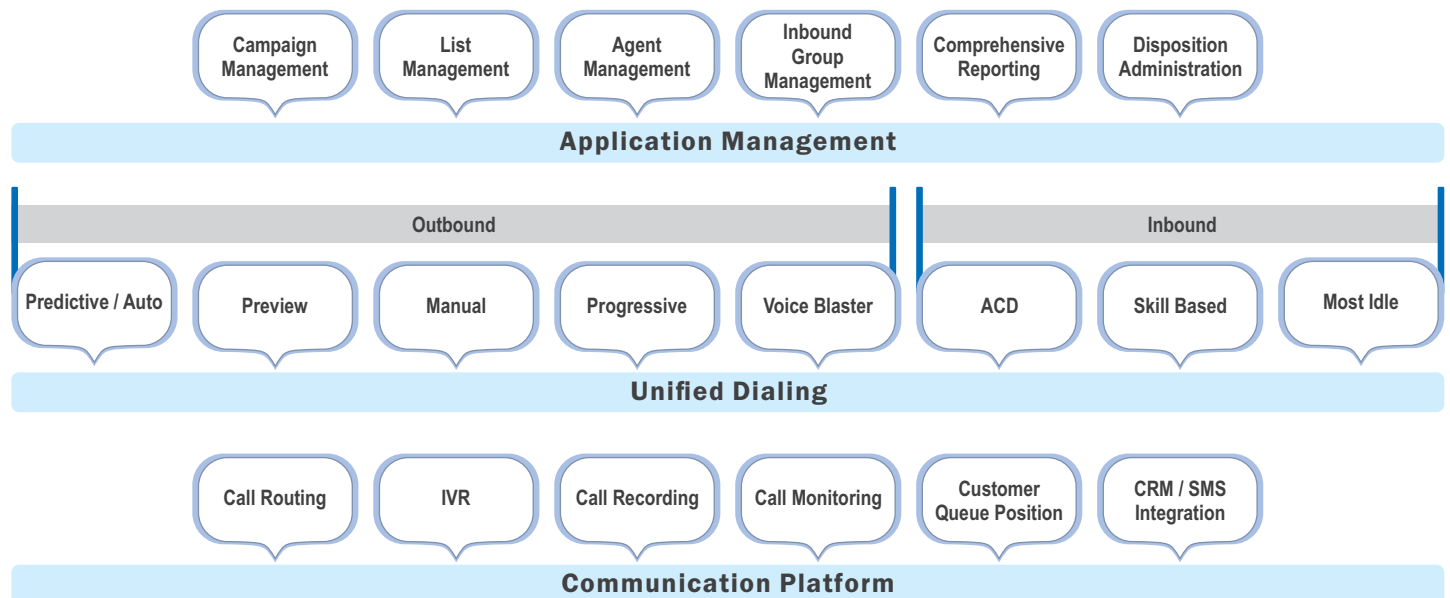
With Neox Contact Centre Solution the caller will get live queue statistics i.e. their approx waiting time, No. in Queue; thereby giving the caller complete control on the waiting time. If required the company can play customized IVR (advertisement) or give the caller an option of Agent Call Back.



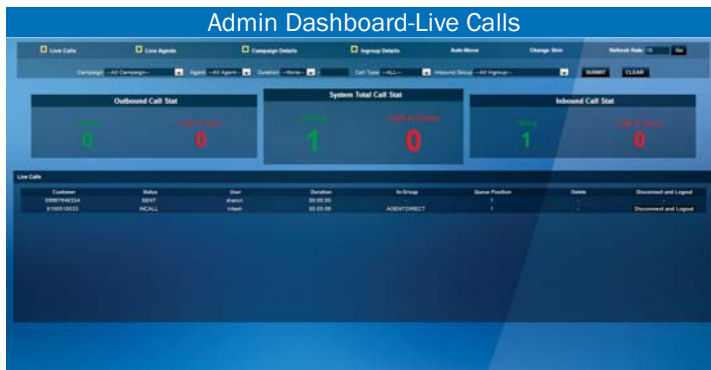
## Dial Centre Deployment



## Neox Dial Centre Architecture



## DIAL CENTRE SCREENS



**Agent Screen**

The agent screen displays a customer profile and call history. The customer profile includes:

- Customer Info / Script:** Phone Number, Alternate Number 1, Alternate Number 2, Comment, Phone Code, Country Code.
- Customer Details:** Customer ID, Organization, Contact Person, Company Name, Enterprise Address.
- Call History:** A table showing call dates, status, user, phone number, and customer ID.

On the right side, there are several status indicators and statistics:

- Seconds:** 50
- Calls:** Today: 1, Outbound: 12, Total: 17
- Customer Time:** MAX: 10:10:22, 10 AM, Date & Time: 2016-03-16 15:52:18
- Status:** Calls in Queue: 0, UniqueID: WTSIDORG145812165824518, Customer: 9725637773, Ingroup: TATA
- Logged in Details:** User: Admin, Phone: 1222, Campaign: ResnSupp

## Features

- Inbound, Outbound and Blended Voice Process
- Interactive/Dynamic Voice Blaster
- Outbound Calling Modes: Predictive, Preview, Progressive and Manual
- Do Not Call List Management
- Alternate No. Dialling Support
- Real Time and Flexible Historic Reporting with advance filters in tabular or graphical formats downloadable in PDF, CSV or Excel
- Priority on Incoming & Outgoing Calls
- Passive and On-Demand Call Recording
- Call Monitoring
  - Call Barge-In
- Managerial Dashboard
  - Call Conference
- Call Parking
  - IVR and ACD designing via GUI
- Queue Position/Queue Wait
- Inbuilt Customizable Customer Lead Management CRM
- Callback Scheduling
- Call Transfer
- Skill Based Routing
- Most Idle, Fewest Call
- Campaign and List Management
- CRM and Business Application Integration via screen pop-up, i-frame or HTTP based API. (Optional)
- Multi-level IVR Call Routing via DTMF input
- Advanced Desktop Scripting with Screen Pop-Ups for Call Guides
- DNIS Routing
- Campaign wise Music On Hold
- Miss Call to Call Back
- Time Zone Administration
- Disposition Administration
- Logical Partitioning
- SMS Integration
- Email Integration
- Payment Gateway Integration (Optional)
- Remote Agents
- Enterprise Class Relational Database
- Call Whispering
- Multi Digit IVR support
- Support of SQL queries for custom reports
- Audit trail
- Agent Call Statistics, break time stats, etc. on Agent GUI

# Compliance and Certifications



TEC Certified



Make in India



ISO Certified



CMMI Level 5  
certifications

## About STL- Sterlite Technologies Ltd.

STL is a leading global optical and digital solutions company providing advanced offerings to build 5G, Rural, FTTx, Enterprise, and Data Centre networks. The company, driven by its purpose of 'Transforming Billions of Lives by Connecting the World', designs and manufactures in 4 continents with customers in more than 100 countries. Telecom operators, cloud companies, citizen networks, and large enterprises recognise and rely on STL for advanced capabilities in Optical Connectivity, Global Services, and Digital and Technology solutions to build ubiquitous and future-ready digital networks. STL's business goals are driven by customer-centricity, R&D and sustainability. Championing sustainable manufacturing, the company has committed to achieve Net Zero emissions by 2030.



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